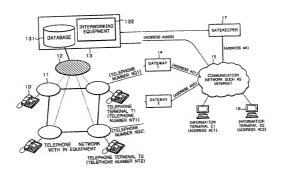


FIG. 1A

MULTI-MEDIA TRANSACTIONS PRESENTATION
BASED ON USER PHYSICAL CHARACTERISTICS
ERIC JAMES
WELSH & KATZ, LTD.
Docket No. 88610

Sh et 2 of 8 CALLER CALLER CALLER 103 102 101 NETWORK 105 PRIVATE BRANCH EXCHANGE 108 AUTOMATIC CALL DISTRIBUTOR 109 LIVE VIRTUAL AGENT AGENT 112 110 CALL CENTER

FIG. 1



FIG, 2A

MULTI-MEDIA THANSACTIONS PRESENTATION
BASED ON USER PHYSICAL CHARACTERISTICS
ERIC JAMES
WELSH & KATZ, LTD.
Docket No. 88610

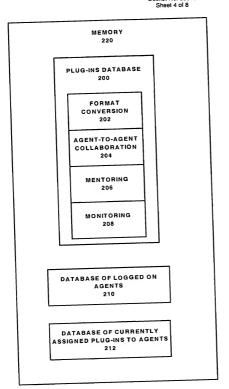


FIG. 2

ERIC JAMES WELSH & KATZ, LTD. Docket No. 88610 Sheet 5 of 8 CALLER CALLER CALLER 303 302 301 NETWORK 305 AUTOMATIC CALL DISTRIBUTOR 306 CURRENTLY LOGGED ON ASSIGNED PLUG-PLUG-INS AGENTS INS TO AGENTS DATABASE DATABASE DATABASE 308 310 312 FIG. 3

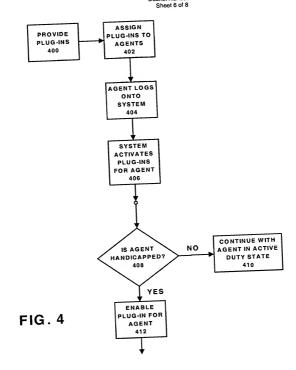
AGENT

314

AGENT

316

BASED ON USER PHYSICAL CHARACTERISTICS



BASED ON USER PHYSICAL CHARACTERISTICS
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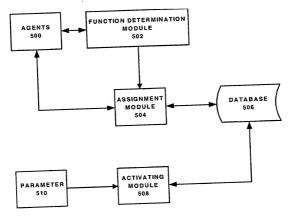


FIG. 5

BASED ON USER PHYSICAL CHARACTERISTICS ERIC JAMES WELSH & KATZ, LTD. Docket No. 88610 Sheet 8 of 8

comput rreadabl media 600

computer program code segment that provid is at least one plug-in that implements at least one message format conversion in the communication system

602

computer program code segment that assigns the at least one plug-in to a handicapped agent 604

computer program code segment that activates, upon detecting a message in a first format, the at least one plug-in for the respective handicapped agent for converting the detected message in the first format to a second format and for converting a response in the second format to the first format 606

FIG. 6